

## ABSTRACT OF THE DISCLOSURE

When an incoming telephone call for a certain staff is answered by another staff, a display indicating who is the caller, to whom the caller wants to speak, and how to respond to the call, is displayed on a display of a PC near the another staff. The response method is indicated by a background color on the screen, and for example, yellow indicates that a message is to be delivered to the caller, blue indicates that the telephone call is to be transferred to the staff in charge, and red indicates that the call is to be rejected gently. When a report is required, for example in the case of message, it is notified to the staff in charge by an electronic mail, immediately after the telephone conversation, whether the message is delivered to the caller, and the like.